

Surface water rebate 2011 - 2012

APRIL
2011



Dŵr Cymru
Welsh Water

www.dwrcymru.com

PAB 037

Surface water is rainwater that falls onto a property, which drains into the public sewer. For most customers, the cost of removing and treating this water is included in sewerage charges.

However, there are some properties where surface water does not drain into the public sewer, for example, properties whose surface water may drain to a soakaway, stream or river. If you think this applies to your property you may be able to claim a reduction in your sewerage charges.

Here we answer some of the questions we are asked by our customers.

How much will the reduction be?

Any reduction in sewerage charges will apply from 1st April of the year in which the claim is made.

- All customers who **do not** have a water meter will receive a reduction on their sewerage bill of **£45**.

- All customers who **have** a water meter will receive a reduction on their sewerage bill based on their consumption, so the amount can vary.

Do I qualify for a reduction in my sewerage charges?

You must be able to prove that surface water, from any part of your property, does not drain to a public sewer - at any point.

What if I have a private sewer?

Even if you have a private sewer, this could lead to our sewage treatment works, which would mean that you do not qualify. If any surface water from your property does drain to a public sewer, you must continue to pay the full sewerage charges.

What if my property is not connected to the public sewer?

If your wastewater drains into a cesspit, septic tank or a private drainage system, and surface water drains to a soakaway or similar you should not be charged for sewerage services.

What if my sewerage charges are paid to another company?

You need to contact that company to process and agree your application.

What if I have a common billing agreement?

Customers who are charged under a common billing agreement can apply, but no surface water must drain to a public sewer - from any of the properties billed under the agreement. In such a case, one rebate covers all the properties billed under the common billing agreement.

What if I'm on the Welsh Water Assist tariff?

If you are on our Welsh Water Assist tariff you **DO NOT** qualify for a surface water rebate.

How do I claim? Step 1

For domestic properties and small single building commercial properties you will need to complete an application form and provide a diagram, outlining the drainage arrangements at your property. The diagram should include:

- roads, footpaths and neighbouring properties
- the boundary of your property and
- your arrangements for draining surface water, including where the downpipes go.

For larger commercial developments (e.g. superstores, educational establishments) you will need to provide a full site drainage plan indicating manhole locations, directions of flows and location of discharge points for both foul and surface water systems. Plans should be coloured using brown for foul flow and blue for surface water and provided as a minimum on A2 size.

Step 2

Complete the claim form overleaf and send it to the address shown - together with the completed diagram.

Please continue to pay your bill as normal while your claim is being processed.

If you are a Local Authority/Housing Association tenant applying please note the following:

- Continue to pay your charges to the Local Authority/Housing Association whilst your application is being processed
- Do not take this application form to the Local Authority/Housing Association and ask them to complete the diagram. The person applying for the rebate must do this.

Claim for a reduction in sewerage charges where no surface water drains to the public sewer.

Customer Reference Number: _____

(you will find this at the bottom of your bill. If you are a Local Authority/Housing Association tenant, please leave blank)

Customer's name: _____

Address of the property you are applying for: _____

_____ Post Code _____

Address where we should write to you: (if different from above) _____

1. I certify that:

A: I believe that no surface water from the above property drains to the public sewer

B: Surface water is disposed of by the means shown on the plan

The attached diagram was prepared in accordance with Welsh Water's instructions

2. I agree to allow an authorised representative of Welsh Water on to the above property at any reasonable time to verify the drainage arrangements

3. I undertake to notify Welsh Water immediately of any changes to the information I have provided

Signature: _____ Date: _____

(of person responsible for the payment of sewerage charges for the above premises)

Contact telephone number: _____

Send this application form with your plan to:

Dŵr Cymru Welsh Water

PO Box 690

Cardiff

CF3 5WL

REMEMBER TO SEND YOUR PLAN WITH YOUR APPLICATION FORM

If you have any difficulties in completing this form, please contact us on **0800 052 0145** and one of our advisors will be able to help you.

